

## **Government Travel Card (GTCC) Success Story**

Board of Inspection and Survey (INSURV) closely monitors the Government Travel Credit Cards (GTCC) activity among its many travelers to ensure delinquency rates remain low and within goal. INSURV, by nature of their mission to inspect ships, executes an enormous amount of travel for extended periods of time each fiscal year. They have 72 uniformed inspectors who average ten weeks per year in a travel status.

There are three GTCC performance goals that apply to the individually billed account held by the traveler. They are:

- a) Individually Billed Account Dollars Delinquent (less than 2% of the total dollar value past due);
- b) Individually Billed Accounts Delinquent (less than 1% of the total number of active accounts past due), and
- c) Split Disbursement (80% of all payments made directly to bank)

Since January 2004 INSURV has achieved and exceed the Department of Defense and Navy Delinquency goals, (a) and (b), and during the past year has exceeded the goal for Split Disbursement, (c), 11 out of 12 months. The keys to INSURV's success are listed below:

- Run reports from the bank's system (EAGLS) several times per month. Review the cardholders' card limits, transaction activity including weekend/holiday usage, renewal of cards, and delinquency. If anyone shows on the delinquency report, first check to see if any travel claims are in the process of being paid. If not, immediately contact that cardholder about bringing the account current.
- If payment is not made to bring the cardholder current, refer the cardholder to supervisory personnel.
- Perform routine card maintenance (address changes, close account for those that have separated from the government, deactivate cards of those that have transferred) on a monthly basis. Any updates processed through EAGLS are carried over into the Defense Travel System (DTS).
- Review DTS at least twice a week. Using the reports available in DTS, verify who has not filled a travel claim after a few days after their TAD completion. This action by the Travel Department keeps the travelers filing their travel claims in a timely fashion and keeps the traveler from becoming delinquent.
- Ensure everyone participates in split pay.
- The Deputy at INSURV reviews the GTCC status monthly.
- The Admiral is briefed quarterly on INSURV's progress.

For more information contact:

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